

Exam: Food Service Operations Manager IDOC 8/17

The following items #1-5 are the minimum requirements for this position. Items #6-7 are specialty requirements for this position; you must meet those requirements to be considered for this position. Item #8 is for your resume; this must be included with your application and support your exam answers.

Include your education, formal training or course work you have taken, a description of the course work, and dates and location. Please be sure your experience relates directly to this position. Be complete yet concise. Specify the organization(s) for which you worked, dates of employment, your title, salary and the name and address of a supervisor who can verify the information you have provided. Failure to provide any of the required information may result in your application not being considered.

1. Please describe how you have gained some knowledge of the principles of nutrition.

This is typically gained by Completion of at least 3 credits of college-level coursework or a certification program that covered the principles of nutrition; OR at least six months of full time work experience applying those principles in an institutional food service setting

Please be detailed in your response. If you have college courses, list the name of the course, the subject and how many credits were earned. If you have a certification, list the name of the certification and how you obtained it. If you have relevant work experience, list the month and year the work experience started and ended.

Answer

2. Please describe how you have gained some knowledge of management practices to include the following essential elements of management:

- **Planning: determining organizational objectives and deciding how best to achieve them**
- **Organizing: determining how to use resources, defining responsibilities and authority**
- **Leading: influencing and motivating staff, delegating work and resolving conflict**
- **Controlling: establishing standards and evaluating performance, taking corrective action and measuring results**

This is typically gained by completion of two three credit or equivalent upper division college-level course or approximately 40 hours or equivalent of management training that included all

the essential elements of management (Planning, Organizing, Leading, and Controlling - describe each);

OR the State/BSU sponsored Center for Management Development Supervision I-IV or IDOC Leadership 100 or equivalent;

OR six months of experience performing all management elements described above.

For education, include all relevant college course titles, number and credits/hours awarded. For experience, include all relevant position titles, dates of employment, and a description of work performed.

Any additional experience or training may increase your score. Your resume must support your response.

Answer

3. Please describe your experience ensuring proper sanitation and safe food handling practices are followed in a food service operation.

This experience is typically gained by a ServSafe certification AND at least six (6) months of full time work experience in a food service operation OR one (1) year of full time work experience in a food service operation where proper sanitation and safe food handling practices were a primary job responsibility.

- ☐ I do not meet any of these standards.
- ☐ I have a ServSafe Certification or equivalent AND at least six (6) months of full time work experience in a food service operation.
 - ☐ I have at least one (1) year of full time work experience in a food service operation where proper sanitation and safe food handling practices were a primary job responsibility.
- ☐ I have at least two (2) years of work experience with responsibility for overseeing the safe food handling practices of a large scale food service operation.
- ☐ I have a ServSafe or equivalent certification AND at least one (1) year of full time work experience in an institutional food service setting.

4. Please describe your experience preparing and serving large volumes of food in an institutional facility.

Typically gained by at least one year of recent (within the last 5 years) experience preparing and serving large volumes of food in an institutional, correctional, military, school, hospital or nursing home facility, or comprehensive commercial food service operation, and ensuring proper sanitation and safe food handling practices.

Answer - 1

5. Please describe your work experience using computers, including word processing programs, spreadsheets, databases and other programs used to monitor budgets and generate reports. Include the type of reports generated.

This is typically gained by completion of a class which indicates competence in using a computer system to generate reports and monitor budgets; OR at least 6 months experience using computer systems to generate reports and monitor budgets.

Answer

6. Please describe how you have gained some knowledge of the principles of institutional food service management, including use of standardized recipes, monitoring output, and analyzing trends and adjusting production to ensure efficiency.

Typically gained by completion of at least 3 credits of college-level courses or a recognized formal certification program covering the principles of food service management ; AND at least six months of full time work experience applying those principles in an institutional food service setting, OR at least one year of full-time work experience applying those principles in

an institutional food service setting.

Answer - 1

7. (Specialty Requirement) Describe your experience supervising staff.

Be sure to be complete in your responses as additional education/training and experience may increase your score.

This is typically gained by approximately one year of experience supervising others to include defining responsibilities and expectations, assigning and reviewing work, conducting performance feedback, completing performance evaluations, and handling employee issues, corrective actions, and/or problem solving procedures.

Describe fully any related education or experience you have in this area.

Include in your response the level of positions and number of staff supervised.

Additional education, experience or training may increase your score.

Answer

8. IMPORTANT: You MUST add your customized resume to the space provided or you will fail this exam. Links will not be accepted. Your resume MUST support your answers provided in this exam. Inaccurate information may result in your removal from this register.

Emphasize your education, experience, and training directly related to the exam

questions. For education or training, list the title and course number (if available), dates, number of classroom hours (or days) and/or credits with a brief description of the content. For experience list the months and/or years held, title of your job(s), and the name of the employer(s) where you worked in this capacity.

If you do not have your resume prepared, click on "finish later". Once your resume is completed, you will need to return to this exam question, copy and paste it in the space below. Once you insert your resume, click on "save exam answer". Scroll down to review your exam responses and submit your completed exam by the closing date.

PLEASE NOTE: Any special formatting such as underlines, tabs, bolding, indenting, numbering and bullets in your resume will be removed when you copy and paste it from WORD into the space below - this is OK! We are only interested in the content.

Insert your resume here.